United Nations A/58/435

General Assembly

Distr.: General
15 October 2003

Original: English

Fifty-eighth session
Agenda item 129
Joint Inspection Unit

Report of the Joint Inspection Unit on "From the Optical Disk System to the Official Documents System (ODS): status of implementation and evaluation"

Note by the Secretary-General

The Secretary-General has the honour to transmit to the members of the General Assembly the report of the Joint Inspection Unit entitled "From the Optical Disk System to the Official Documents System (ODS): status of implementation and evaluation" (JIU/REP/2003/3).

03-57972 (E) 281003

JIU/REP/2003/3

ORIGINAL: ENGLISH

FROM THE OPTICAL DISK SYSTEM TO THE OFFICIAL DOCUMENTS SYSTEM (ODS): STATUS OF IMPLEMENTATION AND EVALUATION

Prepared by

Louis-Dominique Ouedraogo

Joint Inspection Unit

Geneva
2003

CONTENTS

		Paragraphs	*Page*
Acronyms			iv
Executive Summary: objective, conclusions and recommendations			v
Introduction		1-6	1
I.	**Policy issues**	7-45	3
A.	Scope of the system	7-21	3
B.	Policy for posting documents in the different languages	22-28	5
C.	Access to ODS	29-37	7
D.	Policy for dealing with the backlog of documents	38-45	9
II.	**Management issues**	46-83	11
A.	The management of ODS	46-77	11
B.	ODS as part of the global information and communication technology strategy of the Organization	78-83	16
Annexes			18

ACRONYMS

ACABQ	Advisory Committee on Administrative and Budgetary Questions
ACC	Administrative Committee on Coordination (now CEB)
CCF	country cooperation framework
CEB	United Nations System Chief Executives Board for Coordination (formerly ACC)
CRP	Conference Room Paper
CRR	country review report
CTBTO	Comprehensive Nuclear Test Ban Treaty Organization
DGAACS	Department of General Assembly Affairs and Conference Services (now DGACM)
DHL	Dag Hammarskjöld Library
DPI	Department of Public Information
ECA	Economic Commission for Africa
ECE	Economic Commission for Europe
ECLAC	Economic Commission for Latin America and the Caribbean
ESCAP	Economic and Social Commission for Asia and the Pacific
ESCWA	Economic and Social Commission for Western Asia
FAO	Food and Agriculture Organization of the United Nations
IAEA	International Atomic Energy Agency
ICAO	International Civil Aviation Organization
ICT	information and communication technology
IFAD	International Fund for Agricultural Development
ILO	International Labour Organization
IMF	International Monetary Fund
IMO	International Maritime Organization
INSTRAW	International Research and Training Institute for the Advancement of Women
ITC	International Trade Centre
ITSD	Information Technology Services Division
ITU	International Telecommunication Union
JIU	Joint Inspection Unit
OAM	Office away from Headquarters
ODS	Official Documents System (formerly Optical Disk System)
OHCHR	Office of the United Nations High Commissioner for Human Rights
TDB	Trade and Development Board
UNAIDS	Joint United Nations Programme on HIV/AIDS
UNAT	United Nations Administrative Tribunal
UNBIS	United Nations Bibliographic Information System
UNCTAD	United Nations Conference on Trade and Development
UNDCP	United Nations Drug Control Programme
UNDP	United Nations Development Programme
UNEP	United Nations Environment Programme
UNESCO	United Nations Educational, Scientific and Cultural Organization
UNFPA	United Nations Population Fund
UN-HABITAT	United Nations Human Settlements Programme
UNHCR	Office of the United Nations High Commissioner for Refugees
UNIC	United Nations Information Centre
UNICEF	United Nations Children's Fund
UNICRI	United Nations Interregional Crime and Justice Research Institute
UNIDIR	United Nations Institute for Disarmament Research
UNIDO	United Nations Industrial Development Organization
UNIFEM	United Nations Development Fund for Women
UNITAR	United Nations Institute for Training and Research
UNOG	United Nations Office at Geneva
UNON	United Nations Office at Nairobi
UNOPS	United Nations Office for Project Services
UNOV	United Nations Office at Vienna
UNRISD	United Nations Research Institute for Social Development
UNRWA	United Nations Relief and Works Agency for Palestine Refugees in the Near East
UNSSC	United Nations System Staff College
UNU	United Nations University
UNV	United Nations Volunteers Programme
UPU	Universal Postal Union
WFP	World Food Programme
WHO	World Health Organization
WIPO	World Intellectual Property Organization
WMO	World Meteorological Organization
WTO	World Trade Organization
WTO (tourism)	World Tourism Organization

EXECUTIVE SUMMARY: OBJECTIVE, CONCLUSIONS AND RECOMMENDATIONS

OBJECTIVE: To assess the status of implementation of the Official Documents System (ODS), with a view to identifying remaining policy and management issues, which, if addressed, could contribute to widen its use as an archival and retrieval system of official documents for the United Nations and other interested organizations.

Policy issues (chapter I)

A. The initial Optical Disk System as proposed by the Joint Inspection Unit (JIU) in its report (JIU/REP/89/11) which was endorsed by General Assembly resolution 44/201 B, was meant to be implemented in three phases. Besides the United Nations Office at Geneva (UNOG) and Headquarters where ODS became operational during the bienniums 1990-1991 and 1992-1993 (phases 1 and 2), the system was planned to be expanded in phase 3 during the 1994-1995 bienniums so as to include the United Nations Office at Vienna (UNOV), the five regional commissions, the United Nations Office at Nairobi (UNON) and other selected United Nations duty stations. Almost a decade later, the Economic Commission for Africa (ECA), the Economic and Social Commission for Asia and the Pacific (ESCAP), the Economic Commission for Latin America and the Caribbean (ECLAC), as well as UNON were partially or not covered at all (paras. 15-21).

RECOMMENDATION 1

The General Assembly may wish to:

(a) **Reaffirm that its endorsement of the initial Optical Disk system as an archival and retrieval system of official documents entailed that its implementation should cover the entire Organization including UNON and all the regional commissions;**

(b) **Request the Secretary-General to pursue vigorously the implementation of ODS at ECA, ECLAC, ESCAP and UNON, and to report to the General Assembly at its fifty-ninth session on progress made.**

B. In paragraph 1 of its resolution 36/117 B of 10 December 1981, the General Assembly decided that "documents shall be given effective simultaneous distribution in sufficient time in the official and working languages of the organs of the United Nations". In a report to the General Assembly at its fifty-sixth session (A/C.5/56/12), the Secretary-General recalled that the above rule had been reiterated in subsequent resolutions of the Assembly and he concluded that, accordingly, "official documents are made available on ODS in all languages simultaneously upon their release in the mandated languages". A review of languages in which documents have been posted on ODS has unveiled cases where there have been departures from the official policy. However, it also appears that the rule needs to be better clarified, including in the General Information section on ODS, as it has sometimes been erroneously interpreted to mean that all official documents should be posted on ODS in the six official languages of the United Nations, whereas the requirement has to be based upon the relevant provisions of the rules of procedure of each body concerned (paras. 22-28).

RECOMMENDATION 2

The Secretary-General should:

(a) **Remind all units responsible for posting documents on ODS that, as recalled in his report to the fifty-sixth session of the General Assembly (A/C.5/56/12), they should abide strictly by the rule established by resolution 36/117B of 10 December 1981 and subsequent resolutions of the Assembly, which mandate that no language version of a particular document, including its original language version, is to be released for dissemination until all other prescribed language versions are available for simultaneous distribution;**

(b) **Ensure that the above rule is more clearly described and implemented in accordance with the relevant dispositions on languages of documentation prescribed by the rules of procedure of each governing body concerned;**

(c) **Include in his report to the General Assembly on the pattern of conferences information about any departures from the official policy found on ODS and provide the reasons why.**

C. Since ODS has become fully operational, access to the system has been granted by way of user/subscriber registration and the allocation of a password. Access to the system is free for staff members of the Secretariat and for permanent missions, observer missions and other government offices of Member States, within a maximum allotment per Member State currently set at 40 passwords. Other United Nations system organizations have a very limited number of free passwords. For other users, access is available on a fee-for-service basis, as prescribed by General Assembly resolution 51/211 F of 15 September 1997 (paras. 29-31).

D. In December 1997, after its consideration of a report on the simultaneous availability of parliamentary documentation in electronic form in the six official languages on the United Nations web site, the General Assembly also requested that the texts of all new public documents be made available on the United Nations web site in all six official languages. With the re-engineering of ODS which has increased the capacity of the system by adding as many magnetic disks as required, the Secretary-General informed the General Assembly that, in order to meet the above-mentioned request, it would be most practical if access to ODS were made free, instead of using the web site which is not designed for that purpose. The necessary provision to implement free access has thus been made in the proposed programme budget for 2004-2005 (paras. 32-36).

RECOMMENDATION 3

The General Assembly may wish to revise the policy of fee-for-service access to ODS established by its resolution 51/211 F of 15 September 1997 and authorize the Secretary-General to apply as soon as practicable a new policy based on free, public access to the system, subject to the comments and recommendations of the Advisory Committee on Administrative and Budgetary Questions (ACABQ) on the relevant provision made in the proposed programme budget for 2004-2005.

E. As envisaged by JIU, the implementation of ODS was supposed to cover not only recent and future documentation but also all pre-existing United Nations documentation with a view to ensuring their ready availability and the preservation of the institutional memory of the Organization. In 1998 the Dag Hammarskjöld Library (DHL) started a digitization programme of parliamentary documents issued from 1946 to 1992 and since then, much has been done in that regard for the principal organs of the United Nations. For duty stations where the inputting of documents on ODS is just starting or has been resumed, the retroactive coverage of documents may require scanning documents that are not already in electronic format. Guidance from Member States may be needed before a decision is made on whether the coverage should encompass all documents since the inception of the organ or organization concerned or only the "important documents". (paras. 38-41).

F. The issue of the backlog of documents to be posted on ODS relates also to all those for which some language versions have not yet been released owing mostly to the workload of translation units. According to the Secretariat, summary records for instance can be issued in a reasonable time only by reinforcing substantially the staffing of the six translation services or by providing considerable additional resources to cover the costs of external translation. To better address the situation in terms of priorities, deadlines and resources, an exact assessment of its scope would be required (paras. 42-45).

RECOMMENDATION 4

The Secretary-General should include in his report to the fifty-ninth session of the General Assembly on the pattern of conferences, or under a more appropriate agenda item, information about the status of the digitization project undertaken by DHL, as well as an assessment of the backlog of official documents not yet released or missing in the required languages on ODS, along with his recommendations on how to address the related issues.

Management issues (chapter II)

G. The ODS work flow reveals that the management of the system involves shared responsibility between three departments at Headquarters and different offices away from Headquarters (OAHs). The inputting of documents on the system is an integral part of the overall document management process. At Headquarters, the function of inputting documents on ODS used to be part of the functions of the department in charge of conference services, before being

transferred in 1997 to the Information Technology Services Division (ITSD) of the Office of Central Support services in the Department of Management. It is still part of the mandate of divisions responsible for conference services at UNOG, UNOV and UNON. The Department for General Assembly and Conference Management (DGACM) has been entrusted with the responsibility, inter alia, to oversee, coordinate and enhance the global management and delivery of United Nations conference services. Where lack of quality control and insufficient guidance and monitoring have been observed, these are indicative of a need for better coordination among all units involved in the proper management of ODS, and for further clarification as to their respective roles (paras. 46-52).

RECOMMENDATION 5

The Secretary-General should review the overall process of the management of ODS, including whether the function of actual inputting of documents on the system at Headquarters should revert to DGACM.

H. Even without the prospect of free access to ODS, the availability of documents on the system should be more widely advertised, as already suggested in a previous report by ACABQ. Data provided by ITSD indicates that Member States themselves do not take enough advantage of their current allotment of a maximum of 40 passwords per Member State. Aside from staff members of the United Nations itself, it appears that staff of other organizations whose documents are posted on ODS, in particular those at field level, do not have access to the system (paras. 53-58).

I. As ITSD has implemented a direct access function allowing authorized web sites to make hyperlinks connecting directly to documents on ODS, other web sites besides the United Nations main web site could take advantage of this facility. The necessary training on how to use the system should also be extended to a wider audience, with the contribution of the United Nations Institute for Training and Research (UNITAR) and the United Nations information centres (UNICs) and services (paras. 59-62).

RECOMMENDATION 6

In order to further widen awareness and use of ODS by all interested stakeholders:

(a) **The General Assembly may wish to invite Member States to make the system more widely available to their diplomatic missions as appropriate and to national administrations, in particular those dealing with issues related to the work of governing bodies whose documents are posted on ODS;**

(b) **Until free access to ODS for all is implemented, access to the system should be provided to and encouraged for staff members of organizations other than the United Nations proper, whose documents are posted on ODS;**

(c) **The Secretary-General should encourage all departments, regional commissions and organizations for which relevant documents are posted on ODS to indicate this on their own web sites and to secure the necessary authorization for implementing the direct access function; in particular, direct links to Judgements of the United Nations Administrative Tribunal (UNAT) should be made from the main web sites maintained by United Nations Headquarters and its major duty stations;**

(d) **The Secretary-General should make arrangements, wherever possible, to provide baseline training sessions on the use of ODS, based on experience gained in the annual training sessions organized at Headquarters; CD-ROMs of training modules in different languages could be produced for use by the UNIC network and other services as appropriate, and by other interested users.**

J. ACABQ expressed the view that a mechanism should be established to monitor satisfaction with ODS. User satisfaction is essential for ODS to become the preferred tool for accessing and retrieving official documents made available on the system. Proper monitoring of the system would allow taking better into account the fact that different users may have different needs. User satisfaction will also depend upon whether the different search options on ODS are user-friendly even to occasional users who are not too familiar with United Nations documentation standards. In this connection, searching by symbol is by far the most convenient for the average user, but currently, the General information section on ODS does not provide enough guidance on the symbol series of the different bodies whose documents are made available on the system. Furthermore, access to Conference Room Papers (CRPs) on ODS should be eased when such documents contain useful background information, or are otherwise freely available such as in the case of the United Nations Development Programme (UNDP) (paras. 66-77).

RECOMMENDATION 7

The Secretary-General should take measures aimed at improving user satisfaction and the user-friendliness of ODS, including:

(a) **Conducting a survey to monitor user satisfaction with the system among a test group of users including Member States, translators and selected groups of general public users;**

(b) **Reviewing and updating the General information section on ODS, so as to provide better guidance on the symbols of bodies whose official documents are posted on the system, through in particular a hyperlink to an updated annex III on symbol series of major United Nations bodies, contained in document ST/LIB/34/Rev.2 entitled "United Nations documentation: a brief guide"; that annex should be expanded so as to include all organizations with documents on ODS;**

(c) **Ensuring that the Arabic version of ST/LIB/34/Rev. 2 currently unavailable on ODS is released in time for the implementation of recommendation 7 (*b*) above;**

(d) **Reviewing the access policy to documents classified as CRPs and consulting in particular with UNDP on the possibility of making available on ODS on a non-restrictive basis all CRPs submitted to the Executive Board and otherwise freely accessible on the UNDP web site.**

K. Although OAHs are said to have been duly consulted beforehand, the information and communication technology (ICT) strategy submitted by the Secretary-General to the fifty-seventh session of the General Assembly contained only two references to ODS-related projects at Headquarters, with no mention of the possible implications of expanding the coverage to include those duty stations where the system has not yet been implemented. In its resolution 57/304 of 15 April 2003, the General Assembly requested, inter alia, the Secretary-General "to ensure that the information and communication technology requirements for the various duty stations and the regional commissions, in particular those located in developing countries, are fully integrated into the strategy, and that appropriate provision is made to allow for the implementation of information and communication technology in those offices" (paras. 78-79).

L. Owing to the fast pace of technological innovations, the re-engineered ODS may probably have a shorter shelf life than the initial Optical Disk System which had served for almost a decade. On the one hand, some critics argue that the new ODS may already be obsolete as it does not use current standards of document management systems. On the other hand, with the prospect of the function of Chief Information Officer soon being reflected in the organizational structure of the Secretariat, it would be important to ensure that the future ODS is devised in the framework of a coherent and coordinated approach to electronic document management, the lack of which has so far led to the development of mostly stand-alone systems (paras. 80-83).

RECOMMENDATION 8

The Secretary-General should include in the ICT any relevant aspect of the implementation of ODS in OAHs while ensuring that, once a Chief Information Officer is appointed, future developments concerning ODS are considered in the wider framework of a coherent and coordinated approach to electronic document management at the United Nations.

INTRODUCTION

Background

1. The initial implementation of an Optical Disk System (ODS) at the United Nations was the result of three reports by the Joint Inspection Unit (JIU), i.e. JIU/REP/86/9,[1] on problems of storage and its costs in organizations of the United Nations system, JIU/REP/87/6,[2] an addendum to the first report, and JIU/REP/89/11,[3] entitled "From the optical disk pilot project at the United Nations Office at Geneva to an optical disc system for the United Nations". The successful implementation of the pilot project at the United Nations Office at Geneva (UNOG) definitely convinced the Inspectors that "the concept combining optical disk technology and long-distance high-speed data transmission would not only revolutionize the current production, storage and distribution of documents but also promised to result–once fully implemented–in increased productivity and massive savings in paper, machinery, staff, postage costs, storage space, etc. (which, in the final analysis, will significantly bring down conference costs)".[4] The proposed system became fully operational at UNOG and at Headquarters in New York in 1991-1992 and was later extended to some other duty stations.

2. By 1998-1999, owing to (*a*) the exponential growth in the number of documents stored on ODS and in the number of users; and (*b*) the fact that the system was based on proprietary software and optical disk technology from the early 1990s, the Secretariat had to envisage a re-engineering of the system, undertaken by the Information Technology Services Division (ITSD). The new ODS uses magnetic disks as storage media instead of optical disks. The term "optical disk system" having become technically inaccurate, the decision was made to retain nonetheless the same acronym in English, and ODS now stands for "Official Documents System".

Objective of the report and methodology

3. The main objective of this JIU evaluation is to review whether (*a*) the implementation of ODS up to now has met all the provisions of policy decisions from the General Assembly and the Secretary-General; and (*b*) there remain managerial issues which, if addressed, could contribute to further improve ODS as an archival and retrieval system for United Nations documentation, catering better to the needs of all its stakeholders.

4. Besides interviews with officials at Headquarters, at UNOG, the United Nations Office at Nairobi (UNON) and the Economic Commission for Africa (ECA), hundreds of entries on ODS have been searched in order to check the languages in which documents were posted and verify whether the policy of simultaneous posting of documents in all required languages was abided by. Documents checked related to all main organs of the United Nations and several of their subsidiary bodies issued at Headquarters in New York, at UNOG and the United Nations Office at Vienna (UNOV), as well as those concerning the regional commissions, the United Nations Development Programme (UNDP), the United Nations Population Fund (UNFPA), the United Nations Children's Fund (UNICEF), the United Nations Conference on Trade and Development (UNCTAD), the Office of the United Nations High Commissioner for Refugees (UNHCR), the Office of the United Nations High Commissioner for Human Rights (OHCHR), the United Nations Industrial Development Organization (UNIDO), the United Nations Environment Programme (UNEP), the United Nations Human Settlements Programme (UN-HABITAT), the United Nations System Chief Executives Board for Coordination (CEB), formerly the Administrative Committee on Coordination (ACC) and the United Nations Administrative Tribunal (UNAT). In duty stations where the implementation of ODS had not yet started or had stopped, the evaluation sought to get indications on when the system could become fully operational and what the main constraints were, if any.

5. The report (JIU/REP/89/11) contained a third recommendation encouraging legislative bodies of other United Nations system organizations to consider the possibility of installing operational systems of their own. Concerning the implementation of that recommendation, the Secretary-General commented in June 1997 that "Worldwide access to ODS via the Internet has spawned renewed interest in it throughout the United Nations system. Instead of establishing their own individual systems, the agencies could consider utilizing an upgraded common United Nations system-wide ODS located in

---

[1] A/41/806.

[2] A/42/724, "Problems of storage and its costs in organizations of the United Nations system (Addendum)".

[3] A/44/684.

[4] Ibid., para. 3.

New York and Geneva as the present system is".[5] Although the re-engineering of ODS could have been a golden opportunity to discuss with the agencies the viability of such a system, the United Nations unfortunately went ahead with its own plans without prior consultations with them. Besides the organizations mentioned in paragraph 4 above, the current evaluation on the implementation of ODS has not therefore attempted to cover the way in which other agencies have addressed their needs for the storage and retrieval of official documents.

6. The Inspector expresses his gratitude to all those who have made a contribution to this report through the provision of data or comments.

[5] A/52/206, para. 11.

I. POLICY ISSUES

A. Scope of the system

(*a*) Framework

The initial plan for an optical disk system

7. In its report (JIU/REP/89/11), JIU recommended that (*a*) a fully operational optical disk system for storage and retrieval of recent and future documentation should be installed in the United Nations Secretariat with appropriate resources being provided in the 1990-1991 budget (recommendation 1); and (*b*) the Assembly should consider the possibility of contracting out the inputting on optical disks of all existing United Nations documentation so as to allow the preservation of the institutional memory of the Organization, the ready availability of all United Nations documentation, and substantial additional savings (recommendation 2).

8. The General Assembly requested the Secretary-General (*a*) to "implement the optical disk system, as outlined by the Joint Inspection Unit, in accordance with the recommendations of the Advisory Committee on Administrative and Budgetary Questions and taking into account the views expressed by Member States at the forty-fourth session of the General assembly"; and (*b*) "to prepare a report containing a comprehensive plan on a full implementation of this system, including at the regional commissions and other duty stations, its impact on the availability of documents to Member States, a cost-benefit analysis and other relevant technical and financial issues, and to submit it to the General Assembly at its forty-fifth session".[6]

9. In response to the request by the General Assembly, the Secretary-General submitted a first report,[7] consideration of which was deferred until the forty-sixth session, at which time a supplementary report was issued[8] outlining a three-phase implementation plan. During phases 1 and 2 to be carried out respectively during the 1990-1991 and 1992-1993 bienniums, a fully operational system was to be installed first at UNOG and then at Headquarters in New York, with a capacity to store and retrieve documents issued at both locations. Access to the system was restricted to Secretariat users and a limited number of permanent missions. Phase 3 was scheduled to be implemented during the 1994-1995 biennium and entailed the expansion of the system to "include the United Nations Office at Vienna, the regional commissions, Nairobi and other selected United Nations duty stations, and to provide world-wide access through public networks to Member States and other users of United Nations parliamentary documents".[9]

10. In resolution 46/185 B, section V, paragraph 3, the General Assembly approved phase 2, subject to a detailed performance report on the completion of phase 1. The report thus submitted by the Secretary-General envisaged for phase III, inter alia, the storage of one million pages annually. It also recommended "subsequent expansion of the system after 1993 be carried out to the extent permitted by available resources and in accordance with the provisions of approved programme budgets".[10]

The re-engineered ODS

11. As recalled in the introduction, the rapid growth of data stored on ODS and of the number of users led the Secretariat to consider an upgrade and ultimately a replacement of the system. In a presentation made to the Fifth Committee in November 1999, the then Under-Secretary-General for Administration and Management informed the Committee that, from 1996 to the first half of 1999, the number of documents stored on ODS has risen from 64,524 to 117, 670 incurring almost a doubling of the size of the databases (from 963.8 megabytes to 1,795 megabytes), while the number of users rose from 1,326 to 6,987.

12. After the decision was made to re-engineer ODS, a prototype model of the new system was developed in February

---

[6] General Assembly resolution 44/201 B, sect. XVI, part II, paras. 2-3.

[7] A/C.5/45/58.

[8] A/C.5/46/26.

[9] Ibid., para. 14.

[10] A/C.5/47/18/Add.1, para. 20.

2000 and, following successful tests, it was decided to move forward with the full re-engineering of the old system. The re-engineered ODS was implemented in two phases. Phase 1 was launched in early 2000 and completed in early September 2001. It involved a one-to-one migration from the old system to a fully Web-based system with a new platform based on Windows 2000 and Lotus Notes. Phase 2 added a full multilingual support function and became operational on 4 February 2002. It allowed users to access the system and search for documents using any of the six official languages of the United Nations, as opposed to the old system, which had limited the search function to English and French.

13. According to figures provided by ITSD, the total cost of re-engineering and developing the new ODS was estimated at US$ 1,803,788. Out of that amount, US$ 922,188 was spent in 2000 and 2001 to re-engineer and develop the new application software in phase 1, while expenditures for phase 2 and the hardware stood respectively at US$ 381,600 and US$ 500,000.

14. ODS has become a non-proprietary system and the United Nations now has the ownership of its application program source code. As of 1 June 2002, ITSD took over the maintenance and operations from the private company to which ODS maintenance and operations had been outsourced. Therefore, in the future, ITSD will be able to develop new applications as part of knowledge management based on information on ODS. With the re-engineering made in 2001, there had been no change of policy as to the expected final scope of the system in terms of the coverage of duty stations and organizations initially planned since 1993.

(*b*) Current scope of ODS

Situation at Headquarters, UNOG and UNOV

15. Documents stored online in databases at Headquarters and at UNOG include pre-session, in-session and post-session documentation for meetings and conferences of the General Assembly and its subsidiary bodies, the Security Council, the Economic and Social Council and its subsidiary bodies and the Trusteeship Council. They also include parliamentary documents of UNDP, UNFPA and UNICEF as well as those issued for meetings of UNHCR, OHCHR, UNCTAD and the Economic Commission for Europe (ECE). Documents produced at UNOV since 1997 including those of UNIDO are stored on ODS via a telecommunications link with Geneva. Documents for global conferences convened by the United Nations are also stored on ODS databases. In addition, other types of documentation such as administrative issuances and some vacancy announcements are also stored on the system.

Situation in other Offices away from Headquarters

16. As envisaged by JIU, the main objectives of the initial ODS for the management of United Nations documents were (*a*) to provide a more economical and secure means of storage; (*b*) to increase the speed and reduce the costs of worldwide distribution; and (*c*) to facilitate reference to such documents by users worldwide. The immediate availability of all United Nations documents and the conservation of the Organization's institutional memory figured among the "obvious advantages" of the system as underlined by the Unit in its report (JIU/REP/89/11). For these reasons therefore, the proposed new archival and retrieval system of official documents was meant to cover the entire Organization, an approach clearly endorsed by the General Assembly in resolution 44/201 B referred to above.

17. Almost a decade after the system became fully operational at UNOG and Headquarters, the rationale for Organization-wide coverage has become even more compelling as all United Nations duty stations concerned are hosting governing bodies for which official documents are prepared and submitted for their consideration. While such documents are made available for a certain duration on the respective web sites of those duty stations, this cannot be considered as an alternative to the use of ODS for the storage and retrieval of parliamentary documents. For the United Nations, the primary objective of ODS should continue to be focused on the need to preserve the institutional memory of the Organization as a whole while providing easy access and retrieval of all official documentation.

18. It is worth recalling here the definition of a document in the context of the United Nations, as spelled out in section 1, paragraph 2 of administrative instruction ST/AI/189/Add.3/Rev.2, i.e. "document is a text submitted to a principal organ or a subsidiary organ of the United Nations for consideration by it, usually in connection with item(s) on its agenda". Furthermore, implementation of a system such as ODS should duly take full account of the organization of the Secretariat as set out in Secretary-General's bulletin ST/SGB/1997/5 of 12 September 1997 where, in section 1, it is specified that "The Secretariat of the United Nations, which is one of the six principal organs of the Organization, is located at the Headquarters of the United Nations in New York. It has major duty stations in Addis Ababa, Bangkok, Beirut, Geneva, Nairobi, Santiago

and Vienna".

19. Over the years, and in the framework of the phased implementation of ODS, regional commissions other than ECE and other Offices away from Headquarters (OAHs) besides UNOG and UNOV have fared differently in the inputting of their documents on the system as detailed in the table in annex I (*b*). While documents from the Economic Commission for Western Asia (ESCWA) have been inputted since October 2000, the implementation of ODS for documents issued by the Economic Commission for Asia and the Pacific (ESCAP), the Economic Commission for Latin America an the Caribbean (ECLAC) and the two Nairobi-based organizations (UNEP and UN-HABITAT) has been short-lived and none of the documents concerning meetings of the ECA governing bodies had yet been inputted onto the system at the end of June 2003. Besides UNOG, UNOV, ECE and ESCWA, the other duty stations appear to have been treated more as "users" and not enough as "feeders" of ODS in the framework of an overall Secretariat-wide policy to implement the system.

(*c*) The implications of full Organization-wide coverage

20. Based on the requirements in hardware and software for a document input server/workstation as indicated by ITSD, it should have been possible to start implementing ODS in all remaining duty stations within existing resources during the current biennium, except eventually where the acquisition of a high-speed scanner (costing on average from US$ 7,000 to US$ 10,000) may be a limiting constraint in some duty stations, particularly in Nairobi. Concerning that duty station, it should be recalled that, despite the provision of General Assembly resolution 52/220[11] requesting the Secretary-General "to bring the financial arrangements of the United Nations Office at Nairobi into line with those of similar United Nations administrative offices", the fact is that the Conference Services Division at UNON continues to be too heavily dependent on extrabudgetary resources (from UNEP and UN-HABITAT). As Addis Ababa and Nairobi have become two important duty stations for the venue of United Nations-sponsored conferences and meetings, the implementation of ODS in these locations is of the utmost importance. In both locations, the Inspector found an eagerness to start loading documents onto the system. UNON indicated that all post-1991 official documents of UNEP and UN-HABITAT already in electronic format could be loaded before the end of 2003. For its part, ECA also made a commitment to start loading documents once some administrative issues had been resolved. ESCWA has indicated that in October 2000 it had started the indexing of documents issued since 1974 in Arabic and English and their scanning for posting on ODS, and expected to complete the process in 2004.

21. At the June 2003 meeting of the Steering Committee for the Modernization and Integrated Management of United Nations Libraries, it was agreed that the Dag Hammarskjöld Library (DHL) would be of assistance to regional commissions that could create portable document format versions of current local documentation to be sent to the Library for combination with metadata and uploading to ODS. ITSD was already working with ECLAC to load its official documents directly from Santiago onto ODS at Headquarters. At that same meeting, ESCAP and UNON expressed strong interest in reviving their efforts to implement the loading of documents from their premises. By the end of July 2003, the overall situation in OAHs had improved compared to the end of 2002 as production operations for document loading had been reported for ECA, ECLAC and UNON. In retrospect, the Inspector believes that where ODS had not been implemented for any given reason, the duty stations concerned should have been held accountable for submitting their official documents for central archiving and retrieval. The delay in implementing ODS at those duty stations may partly be a reflection on the lack of clear guidance and appropriate monitoring from Headquarters.

B. Policy for posting documents in the different languages

(*a*) The official policy

22. At the fifty-sixth session of the General Assembly, the Secretary-General submitted a report on the simultaneous availability of parliamentary documentation in electronic form in the six official languages on the United Nations web site[12] in which he recalled that, "In its resolution 36/117 B of 10 December 1981, the General Assembly established the rule requiring the simultaneous distribution of official documents in all official languages. This rule, which mandates that no language version of a particular document, including its original language version, is to be released for dissemination until

---

[11] Paragraph 101.

[12] A/C.5/56/12.

all other required language versions are available for distribution, was reiterated in resolutions 42/207 C of 11 December 1987, 50/11 of 2 November 1995 and 53/208 B of 18 December 1998". The Secretary-General concluded therefore that "In accordance with the above-mentioned rule, official documents are made available on ODS in all languages simultaneously upon their release in the mandated languages".

23. The above policy was reiterated again by the General Assembly in its resolutions 54/248 C, 55/222 and 56/242. In that connection and according to ITSD, the current practice is that a document is not released to ODS until all six official language versions are ready and that "ODS has always" a document in six languages simultaneously. The only exception is said to be in limited cases where, although ODS receives a document in all six language versions, if a language version has a problem and has to be corrected and reloaded, this language version may be delayed in ODS "for a few hours" before its posting on ODS. For its part, the Department for General Assembly and Conference Management (DGACM) also affirmed that it strictly implemented its mandate given by General Assembly resolutions on the simultaneous distribution of documents in all official languages and that all documents were released on ODS only after all mandated versions had been issued in hard copy.

(*b*) There are departures from the official policy

24. Despite the assurances given by the Secretariat, the fact remains that Member States continue to be dissatisfied by the lack of strict adherence to the policy of simultaneous distribution of documents in the required languages, as manifested once again by the General Assembly in section III, paragraph 3, of its resolution 57/283 B dated 15 April 2003. While recognizing that a large majority of documents are posted on ODS in compliance with the recognized policy, the Inspector can only confirm that, based on a time-consuming search of the two main ODS databases (the "Documents" database and the "Resolutions" database), there are indeed many cases where there have been departures from the official policy, lasting well beyond the "few hours" admitted by the Secretariat. Those cases include documents from almost all organs and some of the documents are still not available in all the required languages after several years. For instance, document A/54/686/Add.1 containing the report of the Fifth Committee on the Financing of the United Nations Observer Mission in Sierra Leone had been released on 11 June 2000 in Arabic, Chinese, French and Spanish, but by 30 July 2003, the original English text and the Russian version were still listed on ODS as "not yet released".

25. According to DGACM, there may be instances when the hard copies are issued in all mandated languages but one or more language versions are not released simultaneously owing either to a malfunction of ODS or to the fact that some language versions require scanning before posting onto the system. Such lapses are supposed to be corrected as soon as noticed but this is apparently not always the case. In some instances, even those "understandable" reasons cannot justify that documents are not posted simultaneously in the required languages or at least made available within a more reasonable time frame. A point in case, which is far from isolated, is document A/56/791-S/2002/111 containing a letter dated 23 January 2002 from the Permanent Representative of Qatar to the United Nations addressed to the Secretary-General. That document was released in Chinese on 29 January 2002 but neither the original English text nor the other four official languages had yet been found yet on ODS by the end of July 2003. A sample of other similar cases is listed in annex I (*c*).

26. Without questioning the principle of simultaneous distribution in all languages, there is a need for clarification of the actual requirements of the official policy the implications of which the Secretariat itself may have contributed to blurring. It is interesting to note the evolution in the description concerning languages in which pre-session, in-session and post-session documentation was supposed to be made available on ODS for the meetings of the Security Council, the General Assembly and its subsidiary bodies, the Economic and Social Council and its subsidiary bodies and the Trusteeship Council, and for conferences convened by the United Nations. The first ODS user manual was issued in 1994 as ST/CS/SER.A/37 and stated that the documents will be stored in all official languages of the United Nations.[13] The revised text issued about one year later mentioned that "a special feature for other languages has been added", thus taking into account the availability of documents in German under "other languages". In the General information section on ODS before the re-engineering, a more cautious approach indicated that "documents are normally available in the six official languages. However, not all documents are always issued in the six languages and the different language versions may not always come out at the same time. The system will indicate which language versions are available". The corresponding current disposition simply mentions that "documents are available in the official languages of the organs for which they have been issued".

---

[13] ST/CS/SER.A/37, para. 2.

27. As recalled in the JIU report on Implementation of Multilingualism in the United Nations system,[14] the languages in which official documents of governing bodies are issued vary from one organization to the other, and even within the same organization, they may vary from one organ to the other. The binding requirements appear in the rules of procedure of each governing body. General statements implying that "all documents" should be in all the official languages may therefore be misleading. To that extent, the current notice on ODS, while being closer to applicable rules, would be even more accurate if it were to state that "official documents are posted on ODS in the languages required by the rules of procedure of the body concerned". This would for instance take care of the fact that, for some governing bodies, documents are made available only in the working languages and not in the official languages.

28. It should also be borne in mind that while ODS has in storage most documents of the United Nations and affiliated bodies, not all governing bodies are very strict on the issue of simultaneous distribution in all required languages. With original texts being drafted overwhelmingly in English – about 76 per cent even at UNOG – the temptation is strong to first "make available" the document in the language in which it is submitted by author departments, including through the release of an "advance copy" usually in English, a practice condoned if not requested by the Member States themselves in some instances.

C. Access to ODS

(*a*) The current access policy

29. Access to ODS is granted only through a registration process entailing the allocation to users of a coded user/subscriber name and a user password. General Assembly resolution 51/211 F of 15 September 1997 encouraged the Secretary-General "to develop a policy for the further expansion of the optical disk system of the United Nations, including provisions for making it available on a fee-for-service basis to any interested party, on the understanding that access will continue be provided free of charge to permanent and observer missions and other government offices of Member States, with a maximum of ten access passwords for each Member State, as well as provisions for making it available to all staff of the Secretariat".[15] In that same resolution, the Assembly also requested the Secretary-General, in developing such a policy, to take into account the special needs of developing countries and other special potential users. Owing to the limited capacity of ODS, other organizations of the United Nations system were granted only a limited number of passwords for their staff members. For public users, access to ODS was made available on the basis of an annual subscription fee, with a discount for non-profit organizations.

30. Requests for access and registration for United Nations staff members and permanent missions in New York, Geneva and Vienna are handled respectively by Headquarters, UNOG and UNOV depending upon location. Subscriptions are made through the Department of Public Information (DPI) Sales and Marketing Sections in New York and at UNOG.

31. With the re-engineering of ODS, increased data capacity can be obtained simply by adding more disks, and more users can be accommodated by adding memory chips and processing units. As of 28 August 2001, the limit on the number of allocated passwords went up from 10 to 20 per Member State, and it has recently been increased again to 40. The objective is to remove all restrictions by 2004, and the Secretariat has made provisions in the 2004-2005 programme budget to move to free access for all ODS users.

(*b*) The need to move from fee-for-service access to free access

32. Although the initial proposals made back in 1989 by JIU were based on an expectation of revenues accruing from ODS subscription fees, there are many arguments today in favour of free access to the system for all users and for all public documents: a newly-developed sensitivity to the right of access to information, increased interaction with civil society and the quest for better accountability to stakeholders, etc. In addition, data provided by the Secretariat show that the number of paid subscriptions has been dwindling, partly because documents are often freely available on the web sites of the organizations concerned. In its resolution 52/214 of 22 December 1997, the General Assembly itself requested the Secretary-General "to ensure that the texts of all new public documents, in all six official languages, and information materials of the United Nations are made available through the United Nations Web site daily and are accessible to Member

[14] A/58/93 (JIU/REP/2002/11).

[15] Operative paragraph 1.

States without delay".[16] Once such documents are on the web site, they are not reserved to Member States alone but can be accessed by the world at large. Accordingly, official documents of the United Nations have been and continue to be available on the main web site of the Organization. Those documents used to be copied on the web site, making the latter a duplicate repository of official documents alongside ODS.

33. In a subsequent report, the Secretary-General drew the attention of the General Assembly to the fact that, "In order to ensure simultaneous availability of parliamentary documents in the six official languages on the United Nations web site, it would be most practical if ODS were made available free to the public, instead of enhancing the United Nations web site for that purpose since the web site is not designed to serve as the document repository system for the Organization".[17] He underlined the need to revise the provision of General Assembly resolution 51/211 F on the ODS access policy, and suggested modifying the United Nations web site so as to provide direct hyperlinks to the parliamentary documents on ODS.

34. For its part, in commenting on the report of the Secretary-General related to the re-engineering of ODS, the Advisory Committee on Administrative and Budgetary Questions (ACABQ) welcomed the progress made and encouraged the Secretariat "to continue to work towards unrestricted and free access to the system for all accredited non-governmental organizations".[18]

35. ITSD expects free access to translate into a dramatic increase in the number of public users and it considers that the current ODS capacity is not ready to take such a significant increase in the access load. The proposed programme budget for the 2002-2003 biennium included an increase of US$ 2,116,800 for furniture and equipment in ITSD, but the Assembly decided not to approve that amount.[19] ITSD claims that, as a result, it was forced to focus on the minimum operations essential to the Organization and had to cancel most new projects including free ODS access. The Committee on Information dealt with the issue of free access at its twenty-fifth session when it considered the report of the Secretary-General on the reorientation of United Nations activities in the field of public information and communications[20] which contained an annex II outlining, inter alia, the requirements and advantages of moving to free access. As mentioned in that annex, ITSD has requested US$ 1,530,000 in the proposed programme budget for the 2004-2005 biennium 2004-2005 for the implementation of free ODS access. In its report to the General Assembly,[21] the Committee on Information included a recommendation whereby the Assembly "welcomes the proposal of the Secretary-General to provide free, public access to the Official Document System of the United Nations through a linkage with the Organization's web site for consideration in the context of the proposed programme budget for 2004-2005".[22]

36. If the move to free access is endorsed by the General Assembly, there will still be a need to maintain the registration process for some users owing to the fact that ODS is not only a repository of public documents but also has in storage restricted documents access to which will continue to be password-protected.

(c) The different levels of access

37. Currently, there are seven access levels to ODS as detailed in the graph below, and they are managed by DGACM. Depending on their authorized level of access, users may not be able to find some documents although they do exist on ODS. Levels 1 to 4 allow access to derestricted documents, documents for general distribution, documents in limited copies (L-series) such as draft resolutions and provisional documents. Most users receive access authority up to level 4. Level 5 is granted to delegates and allows access to documents meant for distribution to participants only, such as Conference Room Papers (-/CRP-), in addition to those accessible at level 4. Only a few staff members in DGACM are granted access to level 6, which enables users to access restricted documents besides those accessible up to level 5. Level 7 is reserved for the ODS administration.

---

[16] Part C, operative paragraph 2.

[17] A/C.5/56/12, para. 12.

[18] A/56/475, para. 12.

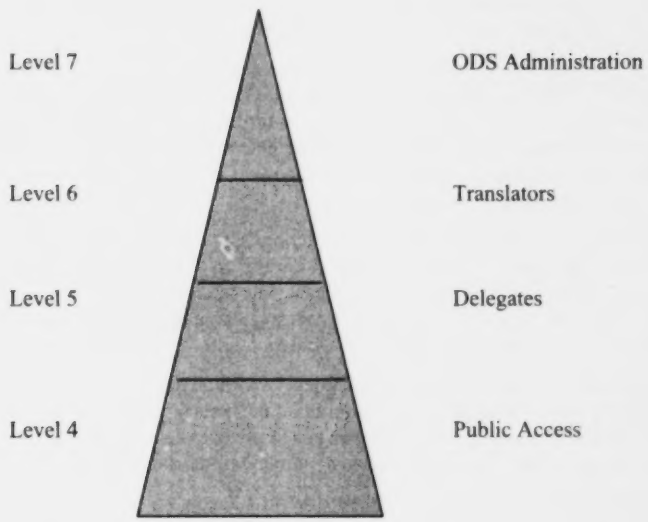
[19] General Assembly resolution 56/253, section 27D, para. 159.

[20] A/AC.198/2003/2.

[21] A/58/21.

[22] Ibid., draft resolution B, operative para. 71.

Levels of access to ODS



Source: DGACM and ITSD.

D. Policy for dealing with the backlog of documents

38. From its installation, ODS was supposed to deal with "recent and future documentation" in the United Nations Secretariat, but the issue of retroactive coverage of past documents was addressed in a JIU report (JIU/REP/89/11), with a recommendation (recommendation 2) to the General Assembly "to consider the possibility of contracting out the inputting on optical disks of all existing United Nations documentation which will allow the preservation of the institutional memory of the Organization, the ready availability of all United Nations documentation, and substantial additional savings".[23] Estimates made then concluded that inputting all the existing conference documents (about 40-50 million pages at that time) would entail a one-time cost of US$ 4-5 million.

39. In his periodic reporting on the implementation of JIU recommendations, the Secretary-General indicated that he had taken recommendation 2 into account in preparing budget proposals. Funds amounting to over US$ 100,000 were appropriated for outsourcing the scanning and basic indexing of all the resolutions adopted by the United Nations main bodies until 1992, and outside contractors had completed the project in 1995 at expenditure of about US$ 110,000, with additional internal indexing support from DHL. However, the Secretary-General also felt that extending the retroactive coverage "beyond the obvious choice of the resolutions and decisions of the main organs of the Organization would require considerable research—and perhaps guidance from Member States—to determine which documents can be considered "important". Considering the magnitude and importance of such a project, and mindful of the resource limitations under the regular budget, the idea of establishing a trust fund of voluntary contributions for this specific purpose might offer a solution".[24] No specific guidance was given nor action taken by the General Assembly on this particular issue.

40. Despite this cautious approach, the Inspector notes in the report of the Secretary-General on information technology in the Secretariat: a plan of action, issued in 2001, that the Department of Public Information has undertaken the digitization of pre-1993 General Assembly and Security Council documents for loading onto ODS".[25] In addition, on a web site maintained by that Department at http://www.un.org/Depts/dhl/landmark/amajor.htm, it is said that in 1998 DHL had

[23] A/44/684, para. 63.

[24] A/52/206, "Implementation of the recommendations of the Joint Inspection Unit", para. 10.

[25] A/55/780, para. 45.

initiated "a programme to digitize all language editions of United Nations parliamentary documents issued from 1946 to 1992 for inclusion in the United Nations Official Document System (ODS)"and that this digitization project is one of many conducted by the Dag Hammarskjold Library in its continuing efforts to improve multilingual, electronic access to the documentation of the United Nations Organization". Member States should be better informed about the status of such a project, its intended coverage and expected date of completion.

41. The issue of backlog has actually three different aspects. The first aspect concerns documents pre-dating the implementation of ODS. Those already in electronic format can be more easily loaded on ODS. Those which are in hard copy only will need to be scanned: the issue here is how far back the scanning should go and, if resources do not permit coverage of all past documents, how will it eventually be determined which are the "important documents" that deserve to be preserved. A decision on what is considered an "important document" should not be made by the Secretariat without guidance from the legislative bodies concerned.

42. The second aspect concerns documents of which one or several required language versions have not been posted on ODS, despite the fact that job numbers are shown for the missing versions. Some of the documents concerned are mentioned as "not yet released" while for others a release date is indicated, but the document is simply not posted for some reason. In all such cases the implication is that the missing language versions do exist in hard copy (and quite often in electronic format) and it should be easy to correct the situation with improved quality control.

43. The third aspect of the backlog concerns documents of which not all the required language versions have been posted on ODS, owing either to the workload of translation units or for lack of strict compliance with the pertinent provisions of applicable rules of procedure on the use of languages for the bodies concerned. Typically, cases in this third backlog category relate to summary records or to documents of some regional commissions such as ESCWA.

44. For summary records, it should be recalled that, in a report on improving the performance of the Department of General Assembly Affairs and Conference Services,[26] the Secretary-General recognized that "Summary records are now routinely issued months, if not years, after the meetings to which they relate. They have thereby ceased to have any value as a working tool that delegations can use in the course of a session to keep abreast of the discussion and prepare progress reports for their capitals".[27] If the original texts of summary records take that long to be issued, the release of translated versions in the required languages take even more time. For instance, according to a review made at the end of February 2003 concerning 33 provisional verbatim records posted on ODS related to the plenary meetings of the forty-seventh session of the General Assembly, 29 were not yet in English, and the corresponding figures for other languages were respectively 3 for Arabic, 28 for Chinese, 28 for French, 27 for Russian and 17 for Spanish. In the above-mentioned report, the Secretary-General expressed the view that, in order for summary records to be issued in a reasonable time, it would be necessary to reinforce substantially the staffing of the six translation services or to provide considerable additional resources to cover the costs of external translation of summary records".[28] He therefore proposed replacing summary records with digital sound recordings of the proceedings of bodies, to be made available in all six official languages on the United Nations web site or at specially equipped booths. A study of the implications of such an innovation will be conducted and reported to the General Assembly through the Committee on Conferences. If approved, the change will apply to future recordings but the backlog of past summary records will still be an issue to be resolved.

45. Concerning ESCWA documents, and considering that the working languages of that Commission are Arabic, English and French, the review made found that, out of the 962 documents listed at the end of July 2003 on ODS with the base symbol E/ESCWA/-, many were in English only or in English and Arabic while those in French were very limited in number. A comparable situation prevails more or less at ECA. It should be up to Member states to decide whether some past documents should be made available in the missing language versions. The backlog issue should be addressed on a case-by-case basis, following an assessment of the total workload involved. There is a need to strike an appropriate balance between the requirements of rules of procedure on the languages in which documents should be issued and the fact that limiting the coverage of ODS to recent and future documents will obviously leave out important documents which are part of the institutional memory of the United Nations and deserve as such to be preserved.

---

[26] A/57/289.

[27] Ibid., para. 60.

[28] Ibid., para. 61.

II. MANAGEMENT ISSUES

A. The management of ODS

(a) Shared responsibilities and quality control

The ODS work flow

46. A detailed ODS work-flow submitted by ITSD shows that the management of ODS is a shared responsibility involving three departments at Headquarters and OAHs. At Headquarters, DGACM is responsible for document content and quality control. In DPI, DHL and the United Nations Publications Sales and Marketing Section are respectively responsible for document indexing and for ODS subscriptions (mostly from the Americas, Eastern Asia and the Pacific region). In the Office of Central Support Services of the Department of Management, ITSD is responsible for the operations of ODS system infrastructure/maintenance, application development/maintenance, the loading of document and index information provided by DGACM and DHL, as well for user registration.

47. Among OAHs, UNOG is responsible for document preparation and input, and index preparation of documents issued in Geneva, as well as for the subscriptions from Africa, Europe and the Middle East. UNOV is in charge of document preparation and input for documents issued in Vienna, ESCWA for document preparation and input and ESCAP for document preparation only, with input being done by DHL. For other OAHs planning to resume or start inputting of their documents on ODS, ad hoc arrangements will be made in consultation with ITSD.

48. The inputting of documents on ODS is an integral part of the overall document management process. Since the initial implementation of ODS, the Conference services Division at UNOG has been fully responsible for the entire process from document preparation to the actual posting on ODS. At Headquarters, the Department then in charge of conference services was also responsible for the entire process but since February 1997, the loading of document and index information functions have since been entrusted to ITSD. As the final posting of the documents is based on priority list(s) from the ready-for-ODS-posting to the actual ODS, and currently resides with ITSD and not with the Documents Control Section of DGACM, the logical work-flow function has thus been cut, resulting in problems of coordination in making the printed document available and at the same time enabling it to appear on ODS. Posting of documents should be triggered by the availability of the document in all language versions that were produced, a function belonging at Headquarters to the Archives and Records Unit in DGACM. The current separation of printing/distribution (DGACM) and ODS posting (ITSD) sometimes creates problems of synchronization of the simultaneous appearance of the printed and web-based versions of documents. Maybe this responsibility should be given back to the Documents Control Section of DGACM. For its part, ITSD considers that the question of quality control is a content issue for which it does not feel responsible.

49. Bearing in mind the recent organizational changes in the Secretariat, the General Assembly requested the Secretary-General, "to ensure that the Department of General Assembly Affairs and Conference Services of the Secretariat is considered the appropriate executive authority to oversee, coordinate and enhance the global management and delivery of United Nations conference services, under the legislative authority of the General Assembly and through oversight and examination by the Committee on Conferences".[29] In resolution 57/283 B, the General Assembly further stressed that DGACM "is responsible for the implementation of the policy, formulation of standards and guidelines, overseeing and coordinating United Nations conference services and the overall management of resources under the relevant budget section, while the United Nations Offices at Geneva, Vienna and Nairobi remain responsible and accountable for day-to-day operational activities".[30] Following his field missions to Addis Ababa and Nairobi, the Inspector has come to the conclusion that the implementation of ODS at these two duty stations could have been achieved much earlier had there been better guidance and monitoring from Headquarters, along with proper accountability.

Cases where quality control was lacking

50. Overall, the posting of documents on ODS is generally done in a commendable manner. However, the review made

---

[29] General Assembly resolution 56/242, sect. II, para. 3.

[30] Section II B, paragraph 7.

by JIU has unveiled cases of lack of quality control such as (*a*) documents available in only a few languages despite the fact that job numbers and release dates are shown for all six official languages; (*b*) documents with no title although the search by title is among the search options on ODS; and (*c*) documents listed but not actually posted. Such cases have been found in relation to documents of several organs and of meetings of global conferences convened by the United Nations.

51. Contrary to the practice elsewhere, some recent ESCWA documents such as E/ESCWA/22/10/Rev.1 containing the report of the twenty-second session of the Commission (held in Beirut from 14 to 17 April 2003) have different symbol numbers in the Arabic and French versions with the appendage of the letters (A) or (F) to the above-mentioned symbol in the English version. ITSD has confirmed that this is against the rule established by DGACM according to which there is one symbol per document and six job numbers (one for each language version) per symbol. There is clearly a need for better coordination among departments at Headquarters and OAHs involved in the management of ODS.

52. In the opinion of the Inspector, the shared responsibilities for the management of ODS and the related work-flow imply that all key players in the process bear part of the burden for improved quality if not for the achievement of zero error in terms of performance indicators. If simultaneous distribution remains the stated policy—and so far the General Assembly has consistently reaffirmed it—units entrusted with the responsibility for actual inputting should ascertain for their part that all prescribed linguistic versions have been handed over to them before proceeding to load them on ODS.

(*b*) The availability of documents on ODS should be better advertised

53. Due consideration should be given to the view expressed by ACABQ, whereby the Committee felt that "The availability of the system should be advertised as widely as possible, at United Nations Headquarters and regional offices, as well as in the United Nations information centres".[31] If free access is endorsed by the General Assembly, such an undertaking will be even more necessary and should target all categories of users including Member States themselves. All United Nations Information Centres (UNICs) have now been provided with a password for access to ODS and they use it on a daily basis to retrieve documents for their own reference, in addition to making the documentation available to their reference library visitors and in reply to inquiries from the public as appropriate. It is planned to have a reference to ODS on the web sites maintained by UNICs (currently 50 sites in 26 languages besides the official languages).

54. To better advertise ODS, it is imperative that the change in name from "Optical Disk System" to "Official Documents System" be duly reflected wherever reference is made to the new system, if only to avoid misleading potential users into thinking that these are two distinct systems. As shown in annex I (*b*), links to ODS on the web sites of UNDP and UNICEF still referred to ODS as the "Optical Disk System". In this regard, even the web site of the ODS Help Desk maintained by ITSD itself continued until the end of June 2003 to use the name "Optical Disk System". ITSD has corrected the situation since then and will advise UNDP and UNICEF to do likewise.

Member States do not take full advantage of ODS

55. The lack of awareness of the availability of documents on ODS may be more widespread than suspected. Upon request, ITSD provided data on the total number of passwords allocated to Member States (1,289 at mid-June 2003) according to their distribution between permanent missions and national administrations. The data are recapitulated in annex II and show that only four Member States had availed themselves of their entitlement to 20 passwords allocated back in August 2002 and none had yet claimed additional passwords on the basis of the new entitlement to a maximum of 40. Twelve Member States had made no request for a password and 21 had requested only one password. On average, the number of passwords requested by Member States ran from 5 to 10. Furthermore, actual usage of these passwords showed that they were not distributed widely enough among permanent missions to the United Nations accredited to Headquarters, UNOG and UNOV on the one hand, and ministries of foreign affairs and other national administrations on the other hand.

56. While it is up to each Member State to claim the number of passwords to which they are entitled and to decide on how to allot them between their diplomatic missions and national administrations, there may be a need for them to review the situation so as to take full advantage of the system. Once ODS is fully implemented in the remaining duty stations, documents on the system will also be of interest to ministries other than those in charge of foreign affairs, such as those responsible for industrial development, planning, finance, environment, etc. Free access to ODS would partly contribute to solving the problem, but the benefits of the system will derive only from its actual use.

---

[31] A/56/475, para. 12.

Staff members of the different secretariats

57. Currently, besides United Nations staff members at Headquarters and UNOG, staff of other OAHs including all the regional commissions can access ODS from their respective premises through the United Nations Wide Area Network (WAN) without going through the Internet.

58. Whether free access for all is endorsed or not, the same right of free access granted to staff members of the United Nations proper should be extended to the staff of other entities or organizations which have or will have official documents of their governing bodies posted on ODS, i.e. staff members of the regional commissions, UNDP, UNFPA, UNICEF, UNIDO, UNEP and UN-HABITAT. Such a right should not be limited to the staff members concerned serving at the headquarters of their respective organizations but should include those at field level. According to ITSD, ODS focal points in UNDP, UNFPA and UNICEF have received a number of passwords and it is up to them to request the required passwords for their duty stations.

Using web sites as an advertising medium for ODS

59. In reviewing the web sites of organizations or other bodies whose documents are posted on ODS, it appeared that some of them do not make any reference to the fact that their own official documents are available on ODS. This is the case for the web sites of UNHCR at http://www.unhcr.ch, UNCTAD at http://www.unctad.org, CEB at http://ceb.unsystem.org and UNIDO at http://www.unido.org. The latter has its web site in English only, but although most documents on the site are in English, French and Spanish, its multilingual content would clearly benefit from links to ODS where the same documents are usually available in the six official languages.

60. The OHCHR web site of does not indicate specifically that documents of the Commission are posted on ODS but it does have an interesting one-page summary on United Nations document symbols at http://www.unhchr.ch/html/menu4/docsym.htm.

61. The UNAT has a site on the United Nations Headquarters Intranet containing case briefs and excerpts from judgements, with a disclaimer indicating that only the full texts of judgements are official and available on ODS from 1995 onwards. Considering that access to the Intranet is restricted by definition, and in view of the importance of providing unimpeded access to UNAT judgments, it would be useful to follow the same practice as the International Labour Organization (ILO) where judgements of the ILO Administrative Tribunal (ILOAT) are accessible from a public web site at http://www.ilo.org/public/english/tribunal/. In particular, such an improvement should be facilitated by the implementation of direct access to ODS mentioned above. DHL is in the process of making direct links from its bibliographic records to ODS. It is also planning a project with the UNAT Secretariat of to digitize those tribunal judgements that are not yet in electronic format for posting on ODS, and to index pre-1979 judgements that have not yet been indexed.

Importance of training on how to use ODS

62. The lack of adequate training on the use of ODS may also hamper its wider usage. Every year, at the beginning of the regular session of the General Assembly in New York, a briefing session is organized by ITSD for new delegates, in collaboration with the United Nations Institute for Training and Research (UNITAR). Participants are informed about services made available by ITSD to the permanent missions and receive a demonstration on how to use ODS. DHL also provides training on ODS operations for permanent missions and Secretariat staff. Such courses are open to the Headquarters community, including journalists and representatives of non-governmental organizations (NGOs), as well as to visiting staff of UNICs. Regional training programmes are also offered for depository libraries, covering ODS inter alia. Other formats for training need to be encouraged, particularly when documents from the regional commissions and the Nairobi-based organizations have become available on ODS. Such efforts from the Secretariat could be usefully complemented by Member States themselves by ensuring that national administrations are better aware of the potentials of ODS and can access the system.

(c) Need to review general information on ODS and update the list of databases

63. Besides the more frequently used "United Nations documents" database and the "Resolutions" database, there are other entries in the database window accessible on ODS in advance search mode. These other entries are: "Miscellaneous" with only one document; "Vacancies" where all vacant positions are supposed to be listed and available in English and French but this is far from being the case; "Informal papers"; "Consolidated administrative issuances" with only two documents while all valid administrative issuances are posted on the Intranet by the Office of Human Resources

Management; "United Nations Publications" with only two documents; "Daily Journal New York"; "Daily Journal Geneva"; "Daily Journal Vienna"; "Daily list of documents New York"; "Daily list of documents Geneva"; and "Daily list of documents Vienna".

64. The above listing was the same in the original ODS, but although it was maintained after the re-engineering of the system, it should be reviewed and updated taking into account changes affecting its content. For instance, despite the claim that "all vacancies" are posted on ODS, the latest entry has a publication date of 14 August 2002, probably because of the establishment of Galaxy where the list of vacancies is more up to date. The "Daily list of documents" issued in New York has been merged with the Journal since the implementation of direct access. Wherever there are unnecessary cases of duplication in the databases, these should be reviewed.

65. Although the "Publications" entry is inactive owing to the fact that sales publications are not on ODS, the situation should be reassessed, partly because some free publications could be loaded on the system, and partly because posting the abstracts of sales publications on ODS could be one way to help boost the sales of these publications.

(d) User satisfaction

66. ACABQ expressed the view that a way should be found to establish a mechanism "to monitor satisfaction with ODS",[32] an opinion endorsed by the General Assembly in its resolution 53/208 C.[33] The Inspector also believes that user satisfaction is essential for ODS to become the preferred tool to access official documents stored in the system. User satisfaction depends first and foremost on whether the search for documents on ODS is user-friendly.

The different search modes and options

67. "Simple search" and "advance search" are the two search modes on ODS and, by default, access to the system leads first to the simple search mode where the search options are by the document symbol, by the date of publication or by full-text search. Besides these three search options, it is possible in advance search mode to search by the release date, the job number, the subject, the session of the organ concerned, the agenda item number, or by words from the title. It is important to underline that the publication date is the date on which the drafting of the document was completed and the manuscript was submitted for processing (i.e. editing, translation, text processing and printing) whereas the release date is the date when the document was actually released to the public. The publication date appears at the top (masthead) of the document, usually below the document symbol. There are sometimes delays of more than a year between the publication date and the release date.

68. Documents stored on ODS are described/indexed using the structure of the United Nations Bibliographic Information System (UNBIS) on which document symbols are based. UNBISnet, the web-based version of UNBIS, is accessible at http://unbisnet.un.org/. A symbol is a combination of numbers and letters serving as a unique identifier for a United Nations document. Usually, the first component reflects the parent organ issuing the document or to which the document is being submitted and secondary and tertiary components indicate subsidiary bodies. There are some exceptions whereby certain bodies have a special series symbol which does not reflect the parent organ. A research guide web site at http://www.un.org/Depts/dhl/resguide/symbol.htm is maintained by DHL in the six official languages with more details, and the ODS web site provides links to that site and other DHL reference tools.

69. For the average user, the search by symbol is by far the most convenient and also the most precise to the extent that using the symbol allows search and retrieval of one specific document, including any revisions, addenda and corrigenda. Despite this, search by symbol is not always an easy task, partly because the base symbol for some organs is not always the only one leading to documents related to that organ. For instance, while some ECE documents of the have the base symbol E/ECE/-, there are more than 100 additional symbols for other documents of the Commission. Although the first component E identifies the Economic and Social Council as the parent body, this is applied to all regional commissions except ECLAC where the symbols of documents start with LG. DHL indicated that it had long been aware of the lack of uniformity in document symbols and had met with DGACM as recently as June 2003 in an effort to encourage the Documents Control Section of DGACM to assume a more prescriptive role, particularly with respect to OAHs. Future meetings between DPI, ITSD and DGACM should seek to assure greater uniformity between UNBISnet, ODS and e-DRITS, the web-based version

[32] A/53/507, para. 13.

[33] Operative paragraph 10, 18 December 1998.

of the Documents Recording, Information and Tracking System (DRITS).

70. Another potential difficulty may arise from the way in which some document symbols have been inputted on ODS. For instance, the first ACABQ report on the proposed programme budget for the 2002-2003 biennium has an exact symbol A/56/7, with addenda issued as A/56/7/Add-. Inputting A/56/7 while selecting "right truncation" will retrieve a total of 44 documents including the one being researched. In principle, it should have been possible to retrieve only A/56/7 by selecting the "no truncation" option. However, doing so would lead to a result "0 document found" both in simple search and advance search modes. The document will be accessed in that mode only if the symbol is inputted as A/56/7(Supp), because the version posted on ODS is the one issued as Supplement No. 7 of the Official Records of the Fifty-sixth session.

71. DHL has created a reference database called UN-I-QUE for United Nations Info Quest. It maintains a listing of thousands of document symbols for frequently requested types of United Nations documents at http://lib-unique.un.org/lib/unique.nsf, and may facilitate the search for specific documents on ODS. However, it is accessible in English only. In 1994 the Library also published document ST/LIB/34/Rev.2 entitled "United Nations documentation: a brief guide". It is a very useful guide to United Nations documentation with an annex III listing the symbol series of major United Nations bodies, and to that extent, it contains more detailed information on document symbols compared with the research guide web site referred to in paragraph 68 above. It has been issued in principle in the six official languages but is available on ODS in Chinese, English, French, Russian and Spanish. These five language versions have been released since 15 May 1995 and there is a job number and the same release date for the Arabic version, but the actual document in Arabic is missing. ODS also indicates that the document "not yet released" under "Other", which applies to the German language version. The search for symbols related to all organs for which there are official documents posted on ODS would be greatly facilitated by including a ODS direct link to an updated annex III of ST/LIB/34/Rev.2 in the six official languages.

The direct access function

72. In April 2002, following a comprehensive test in all official languages in cooperation with DPI, ITSD implemented the direct access function, which allows users to access documents directly from authorized web sites. Initially, the new function was implemented only on the main United Nations web site where documents in all six official languages are made available mainly by DPI, with hyperlinks connected directly to the actual documents on ODS. Direct access is now used by ECE, UNCTAD, UNHCR, UNOV, ECLAC and the United Nations University (UNU). Nearly 1,900 General Assembly plenary documents for the fifty-sixth and fifty-seventh sessions have been made available by DPI, using this function. As stipulated in the Technical Guidelines on Internet Publishing, webmasters of all departments are now required to provide direct links to documents on ODS instead of copying them from ODS and posting them on the web server. DPI, as manager of the United Nations web site, has strongly encouraged all offices and organizations to seek authorization from ITSD for their web sites so that they can implement the direct access function, thus allowing multilingual searches in the six official languages of the United Nations, in addition to significantly reducing disk space requirements for their respective web sites. This constitutes another compelling reason to move to free access for documents on the ODS.

Different users have different needs

73. Besides the question of how user-friendly search options are, the general approach for most ODS users is to find and retrieve a whole document. However some users, such as translators, wish to find only a specific segment of a document, not the whole text. Translators make extensive use of ODS to check background documents, references, etc. and it appears that, frequently, they are unable to find what they want on ODS as they are often faced with two problems: (*a*) the availability of the documents in textual (searchable) format vs. embedded image (scanned document); and (*b*) a slow searching response. ODS shows a list of the documents matching the requested pattern of words. In order to find the relevant part of the text in the document, one needs to open the document, find the place of the matching pattern, close the document, open the next document and so on. If there is a need for narrowing the search, the process starts from scratch. This contributes to making the ODS search pretty slow and not always handy for translators. As a consequence, DGACM has set up an additional archive system called LEO, for Language Exchange Operation, which was included in a presentation on translation tools at the United Nations Headquarters: present and future, made at the 2003 session of the Joint Inter-Agency Meeting on Computer-Assisted Translation and Terminology (JIAMCATT) held in Vienna (23-25 April 2003).

Case study on access to UNDP documents posted on ODS

74. Some ODS users may face difficulties finding certain documents owing to misleading information and/or type of classification of documents. A review of UNDP documents posted on ODS illustrates these difficulties. On its web site at http://www.undp.org, UNDP provides access to different documents for the sessions of the Executive Board. A notice indicates that such documents are "advance copies" made available in the language of submission and that they are subject to change in the final versions which will be found "on the UN Optical Disk System (ODS) in all six languages once officially issued".

75. Contrary to what may be inferred from the notice, not all UNDP documents are found in six languages on ODS nor should they be according to the rules of procedure. Besides reports with the base symbol DP/year/- which should be issued in the six official languages, the documentation includes other papers such as CRPs, country cooperation frameworks (CCFs) and country review reports (CRRs) issued respectively with the base symbols (DP/year/CRP-), (DP/CCF/country symbol/-) and (DP/CRR/country symbol/-). Those papers are at best in the working languages of the Executive Board (English, French and Spanish) and often in the language of submission only. While CRPs can be found and retrieved from ODS for users with the appropriate level of access, CCFs and CRRs are not posted at all on ODS. Furthermore, from a user's perspective, it is questionable that the subject of some agenda items should be covered by CRPs and made available in three languages only with limited access on ODS. Such is the case for instance for DP/2001/CRP/17 on rationalization of documentation and streamlining of working methods of the Executive Board where a recommendation is made to "Reduce the overall volume of documentation by 50 per cent and set page limits for certain reports", or DP/2001/CRP/18 containing an amendment to the UNDP financial rules.

76. Finding the above CRP documents on ODS may still require some familiarity with the system. Despite "simple search" being the default search mode on ODS, CRPs cannot be accessed in "simple search" mode (utilized by most users) and the result shown will indicate "zero document found". The user has to click on "advance search" mode but this will lead to the document only when the search is made in the "Informal papers" [translated in French as "*documents non officiels*"] database instead of the "UN documents" one which is the first in line among the different databases and where other reports with the base symbol DP/- are posted. Considering that CRPs are submitted under an agenda item of the meeting of the UNDP and UNFPA Executive Board, the question therefore is whether their posting on ODS and their accessibility are in conformity with the definition of a document recalled in paragraph 18 above. It is certainly a paradox that such CRPs are freely accessed on the UNDP web site and not so easily on ODS. UNDP concurred with JIU on the need to make CRPs available on ODS in the same manner as for other official documents of the Executive Board, given the fact that CRPs are increasingly used to provide additional information requested by the Board.

77. DPI has also pointed out that the issue of access to CRPs is not only limited to UNDP documents and that a substantial number of other CRPs contain very useful background information. Such CRPs should therefore be made available to general public users irrespective of the level of access to ODS.

B. ODS as part of the global information and communication technology strategy of the Organization

78. The Secretary-General submitted to the General Assembly at its fifty-seventh session an information and communication technology (ICT) strategy[34] in which he "presents a strategic vision of ICT in the Secretariat worldwide" and makes proposals with the aim to (*a*) "Facilitate the sharing of the Organization's institutional knowledge" and (*b*) "Provide higher quality services to governing bodies and Member States".[35] According to ACABQ, the Committee "was informed that the report of the Secretary-General was prepared after extensive consultations with departments at Headquarters and with offices away from Headquarters".[36] However, the Inspector notes that proposals made in the ICT strategy for the period until the end of 2005 include only two ODS-related projects, e.g. "Open ODS" under "Knowledge sharing", and "Link ODS, Journal, list of documents" under "Services to governing bodies". No specific reference is made to the possible implications of expanding current ODS coverage so as to include the remaining duty stations where the system has not yet been implemented.

79. The above report of the Secretary-General also underlined that, in the context of an evolving framework of shared

---

[34] A/57/620.

[35] Ibid., para. 16.

[36] A/56/7, para. 82.

responsibilities between Headquarters and field offices, "the emerging philosophy is that Headquarters is responsible for establishing policy, providing appropriate resources and monitoring programme performance".[37] It would therefore be in line with this new philosophy for future plans related to ODS Secretariat-wide to be reflected in the strategy. In this connection, the Inspector notes that, upon its consideration of the report of the Secretary-General, the General Assembly adopted resolution 57/304 whereby it requested the Secretary-General, inter alia, "to ensure that the information and communication technology requirements for the various duty stations and the regional commissions, in particular those located in developing countries, are fully integrated into the strategy, and that appropriate provision is made to allow for the implementation of information and communication technology in those offices".[38]

80. The initial ODS has served the needs of the Organization for almost a decade, a very long period in view of rapid technological innovations. Owing to the accelerated pace of such innovations, the re-engineered ODS may probably have a shorter shelf-life. Some critics consider even now that the United Nations may have enhanced a system that was already obsolete as a document management system. They point out that document production in the United Nations is still done with a printed copy in mind and that, currently, the documents are not embedded with standard coding such as Standard Generalized Markup Language (SGML) or Extensible Markup Language (XML) which would facilitate full-text searching within the Tagged Image File Format (TIFF) posted on ODS. Furthermore, metadata, i.e. information about information or "data about data" such as title, subject and various other indexes for the document should be encoded in the document during the typing process, which is not currently the case Secretariat-wide. The inputting of such identifiers sometimes has to be done manually and the whole process is said to be laborious and very slow (delays of three days to six months) and it constitutes an additional task when staff resources are scarce.

81. Although the main purpose of ODS is to deal with the storage and retrieval of official documents, its actual scope is well beyond the restrictive definition of a "document" given in paragraph 2 of ST/AI/189/Add.3/Rev.2 quoted in paragraph 18 above. As detailed in paragraph 63, besides parliamentary documents, the system is also used to archive of administrative issuances, vacancy announcements and UNAT decisions, none of which can be considered as texts "submitted to a principal organ or a subsidiary organ... for consideration by it, usually in connection with item(s) on its agenda".

82. In the private sector, many corporations have implemented enterprise-wide systems and some intergovernmental organizations are moving in the same direction. As part of its own ICT strategy, UNDP has recently approved (May 2003) a "Policy on Electronic Document Management" or E-documentation, the objective being to make knowledge and information available in electronic form for storage, access and retrieval throughout its decentralized network. The United Nations relies increasingly on electronic documentation, and the question of being able to archive and retrieve different types of documentation produced throughout the Organization will have to be addressed in a coordinated and coherent manner. As emphasized by ACABQ in its first report on the proposed programme budget for the 2002-2003 biennium, "such lack of coordination has created a situation in which various systems of the Secretariat were developed as stand-alone systems".[39] The future of ODS should be looked upon in that perspective and due consideration should be given to how the next generation of ODS will fit into the wider perspective of document management at the United Nations, and reporting thereon should be part of future revisions of the ICT strategy.

83. The above approach should be facilitated by the recent decision taken by the General Assembly in its resolution 57/304, whereby it requested the Secretary-General to make proposals on how best to reflect in the organizational structure of the Secretariat the function of chief information and communication technology officer of the United Nations, a function to be eventually entrusted to the head of ITSD as suggested by ACABQ.

---

[37] A/57/620, para.11.

[38] Paragraph 5.

[39] A/56/7, para. 93.

Annex I (*a*)
ACCESS TO OFFICIAL DOCUMENTS IN THE REGIONAL COMMISSIONS, UNEP AND UN-HABITAT

Organization	Document symbol	Access to documents on ODS or/and web sites (end of May 2003)
Regional commissions (Statutory working languages*)		
		Meetings of bodies
ECA (A, E, F) – Ministerial session –7 subsidiary bodies	E/ECA + others	–No document on ODS ** –Some official documents from 1994 onwards bearing the basic symbol E/ECA/- are on the main ECA web site at http://www.uneca.org or on the web site dedicated to the Conference of Ministers (http://www.uneca.org/conferenceofministers/) –Access to most documents not organized in a user-friendly manner: languages mostly English with French to a lesser degree, and no Arabic
ECE (E, F, R) –Annual sessions of the Commission + a host of subsidiary bodies and expert group meetings	E/ECE/- + others	–Documents from 1993 onwards are on ODS, some with primary symbol E/ECE/- but many others available with a special series symbol not reflecting the parent organ –Documents of the annual sessions of the Commission since 2000 listed by session on the web site at http://www.unece.org/commission/index.htm and available in all the working languages
ECLAC (E, F, S) –Ministerial session	LC/G	–Five documents on ODS with symbol LC/G –Official documents from the last three biennial sessions of the Commission since 1998 (listed by session) are available in English and Spanish on the web site at http://www.eclac.org/acerca/default-i.asp?file="perdses-i.htm
ESCAP (C, E, F, R) –Ministerial session –5 subsidiary bodies	E/ESCAP/-	–72 documents from 1997 to 2000 on ODS –Official documents of the annual sessions of the Commission since 1999 listed by session and available in all the working languages on the web site at http://www.unescap.org/sessions.htm
ESCWA (A, E, F) –Ministerial session –6 subsidiary bodies	E/ESCWA/-	–Comprehensive coverage on ODS for documents issued from 1974 onwards. Contrary to practice elsewhere, not all language versions of a document carry the same symbol (documents in Arabic and French bear the symbol of the English text with additional letter A for Arabic and F for French) –Some documents on the web site at http://www.escwa.org.lb/about/gov/main.htm
Nairobi-based organizations		
UNEP (A, C, E, F, R, S) –Governing Council	UNEP/- UNEP/GC-	–19 documents with primary symbol UNEP/- on ODS [end of May 2003] –As the Governing Council's resolutions are reproduced in its sessional report to the General Assembly, those related to the fourteenth session onwards are available on ODS in the corresponding reports to the General Assembly (e. g. A/58/25) –Most Governing Council documents (with primary symbol UNEP/GC-) available in all the working languages on the web site at http://www.unep.org/Documents/
UN-HABITAT (A, C, E, F, R, S) –Governing Council	HS/C/- HSP/	–40 documents on ODS with symbol HS/C/- [end of May 2003] –Most documents of Council with symbol HSP/GC- available in all the working languages at http://www.unhabitat.org/governingbodies/

* Languages: **A**:Arabic / **C**:Chinese / **E**:English / **F**:French / **R**:Russian / **S**:Spanish

** One document bearing by error the symbol E/ECA/CM/16/3/Rev.1 was found on ODS but it happens to be a document of the Security Council.

Annex I (*b*)
AVAILABILITY OF OFFICIAL DOCUMENTS ON ODS AND WEB SITES OF UNITED NATIONS FUNDS AND PROGRAMMES AND OTHER SELECTED BODIES

Organization/ organ	Document symbol	Observations
Funds and Programmes		
UNCTAD	TD/B/-, TD/B/EX TD/B/COM TD/B/WP/ UNCTAD/-	UNCTAD documents of bear the symbols TD/B and TD/B/EX respectively for the regular and executive sessions of the Trade and Development Board (TDB); TD/B/COM.1/-, TD/B/COM.2/- and TD/B/COM.3/- for the three commissions of the Board and TD/B/WP for the Working Party on the Medium-Term Plan and Programme Budget. Documents of the last Conference (UNCTAD X) and of the current year session of TDB are on the web sites, but no reference to ODS as a source to access official documents.
UNDP	DP/-	Advance documentation made available in the language of submission (English in general) on the web site with a notice that "Final versions of documents are available on the UN Optical Disk System (ODS) in all six languages once officially issued".
UNFPA	DP/FPA/-	UNFPA Decisions Database contains decisions from the Governing Council (1973 to 1993) and the Executive Board (1994 to date). In addition the web site indicates that "We have made our best effort to include all UNFPA Executive Board documents from the year 2000 to the present. If you are looking for a document from before 2000, you may wish to use the United Nations Official Document System (ODS)".
UNICEF	E/ICEF/-	Executive Board documents not available on web site http://www.unicef.org/ but on the password-protected extranet at http://www.extranet.unicef.org/. A notice indicates that "This database contains advance copies of documents in their original languages. Complete language versions are available on the United Nations Optical Disk System".
UNHCR	A/AC.96/-	Documents of the 2002 and 2003 Executive Committee, annual reports to the Economic and Social Council from 1995 onwards, its resolutions and those of the General Assembly and relating to UNHCR are on the web site often in E and F. No reference to availability of these documents on ODS.
OHCHR	E/CN.4/-	Documents of the Sub-commission on the Promotion and Protection of Human Rights from the forty-second session (1990) onwards on web site http://www.unhchr.ch/html/menu2/2/sc.htm which has an interesting one-page summary on United Nations document symbols at http://www.unhchr.ch/html/menu4/docsym.htm. No reference to ODS.
Other organizations or bodies		
UNIDO	GC/- IDB/-, PBC/-	Documents of General Conference (GC/-) from 1997 onwards, the Industrial Development Board (IDB/-) and the Programme and Budget Committee (PBC/-) from 1998 onwards are available on ODS usually in the six official languages and the UNIDO web site (http://www.unido.org) in three languages (E, F, S) in most cases. No reference on web site to availability of documents on ODS.
WFP	WFC/-	One document found (WFC/51 Rules of procedure of the World Food Council) (Date of publication 01/08/1977).
ACC CEB	ACC/year/- CEB/year/-	–187 documents with ACC/year/- symbol with publication dates from 24/09/1993 up to 04/01/2002 – 4 documents with CEB/year/- for documents with publication dates from 23/03/2002 onwards. The new CEB web site provides no reference or access to documents and makes no reference to ACC/CEB documents available on ODS.
UNAT	AT/DEC/-	UNAT has a site on the Headquarters Intranet containing case briefs and excerpts of judgements at http://157.150.196.9/unat/unat_home_refmat.htm#. A disclaimer on the site indicates that the full text of judgements rendered from 1995 onwards can be accessed through "the Optical Disk System (ODS)". [Why not provide for access to AT/DEC/- from the United Nations web site as is the case for ILOAT judgements on the ILO web site?]

Annex I (*c*)
SAMPLE CASES OF DEPARTURE FROM OFFICIAL POLICY OF SIMULTANEOUS POSTING IN REQUIRED LANGUAGES (BY END OF JULY 2003)

Document symbol	**Title** (Publication date)	**Observations** Language version not found (*) or not yet released (**)
General Assembly (Official and working languages are A C E F R S)		
A/56/991	Financing of the United Nations Transitional Administration for Eastern Slavonia, Baranja and Western Sirmium and the Civilian Police Support Group: report of the Fifth Committee (19/06/2002)	C (*)
A/56/791 S/2002/111	Letter dated 23 January 2002 from the Permanent Representative of Qatar to the United Nations addressed to the Secretary-General (23/01/2002)	A C F R S (**)
A/56/484	United Nations Programme of Assistance in the Teaching, Study, Dissemination and Wider Appreciation of International Law: report of the Secretary-General (19/10/2001)	C (*)
A/56/193/Add.1	Request for the inclusion of a supplementary item in the agenda of the fifty-sixth session (31/08/2001)	F (**)
A/56/29(Supp)	Report of the Ad hoc Committee on the Indian Ocean (01/01/2001)	F (**)
A/56/15(Part II)	Report of the Trade and Development Board on its twenty-seventh executive session (Geneva, 19 July 2001) (19/09/2001)	A C F R S (**)
A/55/839	Financing of the United Nations Mission in Sierra Leone: report of ACABQ (16/03/2001)	E (**)
A/55/336	Note transmitting letter of 23 August 2000 from the Executive Secretary of the Preparatory Commission for the Comprehensive Nuclear-Test-Ban Treaty Organization addressed to the Secretary-General (24/08/2000)	S (**)
A/55/93	Letter dated 26 June 2000 from the Permanent Representative of the Russian Federation to the United Nations addressed to the Secretary-General (28/06/2000)	C (**)
A/55/72	Implementation of the Declaration on the Granting of Independence to Colonial Countries and Peoples by the specialized agencies and the International Institutions associated with the United Nations (09/05/2000)	A (**) (2 ½ pages)
A/55/36	Report of the United Nations High Commissioner for Human Rights (01/01/2000)	C (**)
A/55/18/Add.1(Supp)	Report of the Committee on the Elimination of Racial Discrimination–addendum: programme budget implications of decision 1 (56) (02/10/2000)	A (**)
A/55/6 (Introduction)	Proposed medium-term plan for the period 2002-2005: introduction (04/04/2000)	A (**)
A/54/686/Add.1	Financing of the United Nations Observer Mission in Sierra Leone: report of the Fifth Committee (07/06/2000)	E original and R (**)
A/54/663	Small arms–Programme budget implications of draft resolution A/C.1/54/L.42/Rev.1: report of the Fifth Committee (10/12/1999)	A (**)
A/54/659	International Civilian Support Mission in Haiti: programme budget implications of draft resolution A/54/L.36–report of ACABQ (09/12/1999)	R (**)
A/54/654	Question of East Timor: progress report of the Secretary-General (13/12/1999)	A (**)
A/54/605/Add.5	Human Rights questions: report of the United Nations High Commissioner for Human Rights–report of the Third Committee (10/12/1999)	A (**)
A/54/605/Add.4	Human Rights questions: comprehensive implementation of and follow-up to the Vienna Declaration and Programme of Action–report of the Third Committee (10/12/1999)	A (**)
Security Council (Official and working languages are A C E F R S)		
S/2003/631	Letter dated 10 June 2003 from the Chairman of the Security Council Committee established pursuant to resolution 1373 (2001) concerning counter-terrorism (09/06/2003)	R (*)
S/2002/622	Letter dated 6 June 2002 from the Chargé d'affaires a.i. of the Permanent Mission of Singapore to the United Nations (06/06/2002)	C S (*)
S/2002/359	Letter dated 6 April 2002 from the Permanent Representative of Tunisia to the United Nations (07/04/2002)	C (*), S (**)
S/2002/111 A/56/791	Letter dated 23 January 2002 from the Permanent Representative of Qatar to the United Nations (23/01/2002)	A C F R S (**)
S/2001/753	Letter dated 31 July 2001 from the Chargé d'affaires a.i. of the Permanent Mission of Tunisia to the United Nations (31/07/2001)	C (**)
S/2001/200	Letter dated 28 February 2001 from the Chargé d'affaires a.i. of the Permanent Mission of Sweden to the United Nations (07/03/2001)	C (**)

Document symbol	Title (Publication date)	Observations Language version not found (*) or not yet released (**)
S/2001/83	Letter dated 25 January 2001 from the Permanent Representative of Portugal to the United Nations (25/01/2001)	A C F R S (**)
S/2001/15/Add.44	Summary statement by the Secretary-General on matters of which the Security Council is seized and on the stage reached in their consideration (09/11/2001)	F (**)
A/43/470 S/20032	Letter dated 18 July 1988 from the Permanent Representative of Viet Nam to the United Nations (19/07/1988)	A C F R S (*)
Economic and Social Council (Official languages are A C E F R S, working languages are E F S)		
E/2001/66	Triennial comprehensive policy review of operational activities of the United Nations system for development (17/05/2001)	A F (**)
E/2001/42/Rev.1	United Nations Forum on Forests: report on the organizational and first sessions (18/09/2001)	A C R (**)
E/2001/34	Executive Board of the United Nations Children's Fund: report of the first and second regular sessions and annual session of 2001 (09/04/2002)	F S (*)
E/2001/L.27	Social and human rights questions: Permanent Forum on indigenous issues (23/07/2001)	A (**)
E/2001/25 E/CN.9/2001/7	Commission on Population and Development: report on the thirty-fourth session (01/01/2001)	E F S (**)
E/2000/L.14	Draft resolution on funding operational activities for development of the United Nations system (24/07/2000)	A C E R S (**) English original
E/1994/97	Implementation of the Programme of Action for the Third Decade to Combat Racism and Racial Discrimination (08/07/1994)	R (*)
E/1994/86	Preliminary version of the 1994 World Survey on the Role of Women in Development (27/06/1994)	R (*)
E/1994/83	Progress made in the implementation of multisectoral collaboration on tobacco or health (21/06/1994)	F R (*)
E/1994/76	Suppression of the traffic in persons and of the exploitation of the prostitution of others (17/06/1994)	F R (*)
E/1994/71	Coordination of United Nations activities related to HIV/AIDS: progress in establishing a joint and co-sponsored United Nations programme on HIV/AIDS (15/06/1994)	A F R (*)
E/1994/69	Technical cooperation among developing countries (17/06/1994)	R (*)
E/1994/51	Overview of the transition economies in the period 1993-1994 (16/06/1994)	R (*)
E/RES/301(XI)	Annual report of the Economic Commission for Latin America (07/08/1950)	A F (*)
UNHCR (documents should be in A C E F R S, summary records in E F S)		
A/AC.96/SR.568	Summary record of the 568th meeting: held at the Palais des Nations, Geneva, on Thursday, 3 October 2002 at 3 p.m. (14/10/2002)	F S (*)
A/AC.96/SR.556	Summary record of the 556th meeting: held at the Palais des Nations, Geneva, on Wednesday, 3 October 2001 at 10 a.m. (09/10/2001)	F S (*)
A/AC.96/SR.544	Summary record of the 544th meeting: held at the Palais des Nations, Geneva, on Monday, 2 October 2000 at 5 p.m. (6/10/2000)	F S (*)
A/AC.96/SR.542	Summary record of the 542nd meeting held at the Palais des Nations, Geneva, on Friday 8 October 1999 (12/10/1999)	F (*)
A/AC.96/SR.509	Summary record of the 509th meeting: held at the Palais des Nations, Geneva, on Tuesday, 8 October 1996 at 10 a.m. (08/01/1996)	S (*)
A/AC.96/901	Report of the Board of Auditors to the General Assembly on the accounts of the voluntary funds administered by the United Nations High Commissioner for Refugees for the for period ended 31 December 1997 (07/10/1998)	A C F R S (**) (Add.1 and Add.2 issued in 6 languages)
A/AC.96/865/Add.2	Overview of UNHCR activities–1995-1997: addendum 2: selected operational maps (15/08/1996)	A C F S (*)
A/AC.96/865/Add.4	Overview of UNHCR activities–1995-1997: addendum 4: report of ACABQ (27/09/1996)	A C F R S (*)
A/AC.96/854	UNHCR activities financed by voluntary funds: report for 1994-1995 and proposed programmes and budget for 1996–Report of ACABQ (28/09/1995)	A C F R S (*)
A/AC.96/853/Add.1	Report of the Board of Auditors to the General Assembly on the accounts of the voluntary funds administered by the United Nations High Commissioner for Refugees for the period ended 31 December 1994 (31/10/1995)	R (*)

Annex II
ACCESS TO ODS BY MEMBER STATES

Countries		Number of passwords requested and allocation					
Code	Name	Missions Geneva	Missions New York	Missions Vienna	Other missions	Government offices	**Total**
AFG	Afghanistan	0	1	0	0	0	**1**
ALB	Albania	2	3	2	0	0	**7**
DZA	Algeria	5	5	0	0	0	**10**
AND	Andorra	0	5	0	0	6	**11**
AGO	Angola	2	5	0	0	0	**7**
ATG	Antigua and Barbuda	0	5	0	0	0	**5**
ARG	Argentina	1	2	0	0	7	**10**
ARM	Armenia	3	1	0	0	4	**8**
AUS	Australia	2	5	4	0	5	**16**
AUT	Austria	1	4	0	0	4	**9**
AZE	Azerbaijan	2	1	6	0	0	**9**
BHS	Bahamas	0	4	0	0	1	**5**
BHR	Bahrain	2	2	0	0	0	**4**
BGD	Bangladesh	0	4	0	0	4	**8**
BRB	Barbados	4	4	0	0	0	**8**
BLR	Belarus	1	7	0	0	0	**8**
BEL	Belgium	2	2	1	0	5	**10**
BLZ	Belize	0	10	0	0	0	**10**
BEN	Benin	0	0	0	0	0	**0**
BTN	Bhutan	0	3	0	0	0	**3**
BOL	Bolivia	3	6	0	0	2	**11**
BIH	Bosnia and Herzegovina	1	0	0	0	1	**2**
BWA	Botswana	0	10	0	0	10	**20**
BRA	Brazil	0	10	0	0	0	**10**
BRN	Brunei Darussalam	1	1	0	0	0	**2**
BGR	Bulgaria	0	7	1	0	5	**13**
BFA	Burkina Faso	0	5	0	0	4	**9**
BDI	Burundi	0	0	0	0	0	**0**
KHM	Cambodia	0	2	0	0	0	**2**
CMR	Cameroon	0	1	0	0	0	**1**
CAN	Canada	4	2	1	0	5	**12**
CPV	Cape Verde	0	2	0	0	0	**2**
CAF	Central African Republic	1	0	0	0	0	**1**
TCD	Chad	0	1	0	0	0	**1**
CHL	Chile	4	4	1	0	2	**11**
CHN	China	3	2	3	0	4	**12**
COL	Colombia	1	2	5	0	0	**8**
COM	Comoros	0	2	0	0	0	**2**
COG	Congo	0	1	0	0	0	**1**
COK	Cook Islands	0	0	0	0	0	**0**
CRI	Costa Rica	2	3	2	0	2	**9**
CIV	Côte d'Ivoire	0	5	0	0	0	**5**
HRV	Croatia	0	1	0	0	8	**9**
CUB	Cuba	1	2	0	0	5	**8**
CYP	Cyprus	3	4	0	0	0	**7**
CZE	Czech Republic	0	2	4	0	2	**8**
PRK	Democratic People's Republic of Korea	0	1	0	0	0	**1**
DNK	Denmark	2	2	1	0	1	**6**
DJI	Djibouti	0	4	0	0	0	**4**
DMA	Dominica	0	0	0	0	0	**0**
DOM	Dominican Republic	4	6	0	0	0	**10**
ECU	Ecuador	4	4	1	0	4	**13**
EGY	Egypt	2	5	0	0	4	**11**
SLV	El Salvador	0	4	0	0	0	**4**
GNQ	Equatorial Guinea	0	0	0	0	0	**0**

Countries		Number of passwords requested and allocation					
Code	Name	Missions Geneva	Missions New York	Missions Vienna	Other missions	Government offices	**Total**
ERI	Eritrea	0	1	0	0	1	**2**
EST	Estonia	3	3	0	0	1	**7**
ETH	Ethiopia	2	1	0	0	2	**5**
FJI	Fiji	0	1	0	0	0	**1**
FIN	Finland	0	6	0	0	4	**10**
FRA	France	2	3	3	0	2	**10**
GAB	Gabon	6	4	0	0	0	**10**
GMB	Gambia	0	1	0	0	0	**1**
GEO	Georgia	0	5	0	0	0	**5**
DEU	Germany	3	2	2	0	5	**12**
GHA	Ghana	9	1	0	0	0	**10**
GRC	Greece	2	6	1	0	1	**10**
GRD	Grenada	0	1	0	0	0	**1**
GTM	Guatemala	4	1	3	0	1	**9**
GIN	Guinea	0	1	1	0	2	**4**
GNB	Guinea-Bissau	0	0	1	0	0	**1**
GUY	Guyana	0	9	0	0	1	**10**
HTI	Haiti	0	10	0	0	0	**10**
VAT	Holy See	0	0	1	0	0	**1**
HND	Honduras	2	4	0	0	2	**8**
HUN	Hungary	1	7	0	0	3	**11**
ISL	Iceland	2	5	0	0	4	**11**
IND	India	0	1	5	0	4	**10**
IDN	Indonesia	2	4	0	0	4	**10**
IRN	Iran	3	4	2	0	4	**13**
IRQ	Iraq	3	2	0	0	2	**7**
IRL	Ireland	4	5	0	0	4	**13**
ISR	Israel	1	3	0	0	1	**5**
ITA	Italy	8	4	2	0	2	**16**
JAM	Jamaica	0	4	0	0	1	**5**
JPN	Japan	3	4	1	0	4	**12**
JOR	Jordan	1	1	0	0	2	**4**
KAZ	Kazakhstan	0	5	0	0	2	**7**
KEN	Kenya	1	3	0	0	0	**4**
KIR	Kiribati	0	0	0	0	0	**0**
KWT	Kuwait	1	1	0	0	0	**2**
KGZ	Kyrgyzstan	0	6	0	0	2	**8**
LAO	Lao People's Democratic Republic	0	3	0	0	0	**3**
LVA	Latvia	5	5	0	0	1	**11**
LBN	Lebanon	1	3	1	0	1	**6**
LSO	Lesotho	0	1	0	0	0	**1**
LBR	Liberia	0	0	0	0	0	**0**
LBY	Libyan Arab Jamahiriya	0	4	1	0	0	**5**
LIE	Liechtenstein	0	3	1	0	1	**5**
LTU	Lithuania	1	1	0	0	5	**7**
LUX	Luxembourg	2	1	1	0	0	**4**
MDG	Madagascar	1	0	0	0	0	**1**
MWI	Malawi	0	5	0	0	6	**11**
MYS	Malaysia	3	1	0	0	6	**10**
MDV	Maldives	0	1	0	0	1	**2**
MLI	Mali	0	2	0	0	0	**2**
MLT	Malta	1	2	0	0	1	**4**
MHL	Marshall Islands	0	4	0	0	3	**7**
MRT	Mauritania	0	1	0	0	0	**1**
MUS	Mauritius	5	2	0	0	0	**7**
MEX	Mexico	1	3	4	0	7	**15**
FSM	Micronesia	0	5	0	0	0	**5**
MCO	Monaco	1	1	0	0	0	**2**
MNG	Mongolia	5	3	0	0	2	**10**

Countries		Number of passwords requested and allocation					
Code	Name	Missions Geneva	Missions New York	Missions Vienna	Other missions	Government offices	**Total**
MAR	Morocco	2	6	0	0	4	**12**
MOZ	Mozambique	0	1	0	0	1	**2**
MMR	Myanmar	1	1	0	4	0	**6**
NAM	Namibia	0	4	0	0	5	**9**
NRU	Nauru	0	6	0	0	0	**6**
NPL	Nepal	0	4	0	0	0	**4**
NLD	Netherlands	1	2	1	0	4	**8**
NZL	New Zealand	4	4	0	0	4	**12**
NIC	Nicaragua	0	4	0	0	4	**8**
NER	Niger	0	0	0	0	0	**0**
NGA	Nigeria	1	2	0	0	0	**3**
NIU	Niue	0	0	0	0	0	**0**
NOR	Norway	1	3	0	0	6	**10**
OMN	Oman	1	1	1	0	2	**5**
PAK	Pakistan	1	3	5	0	5	**14**
PLW	Palau	0	0	0	0	0	**0**
PAN	Panama	1	4	2	0	4	**11**
PNG	Papua New Guinea	0	3	0	0	1	**4**
PRY	Paraguay	1	1	0	0	0	**2**
PER	Peru	5	2	0	0	0	**7**
PHL	Philippines	0	4	4	0	4	**12**
POL	Poland	3	1	1	0	3	**8**
PRT	Portugal	0	2	3	0	1	**6**
QAT	Qatar	0	3	0	0	7	**10**
KOR	Republic of Korea	1	4	0	0	4	**9**
MDA	Republic of Moldova	0	1	0	0	0	**1**
ROM	Romania	1	4	0	0	0	**5**
RUS	Russian Federation	1	4	2	0	4	**11**
RWA	Rwanda	0	3	0	5	0	**8**
KNA	Saint Kitts and Nevis	0	0	0	0	0	**0**
LCA	Saint Lucia	0	1	0	0	0	**1**
VCT	Saint Vincent and the Grenadines	0	0	0	0	0	**0**
WSM	Samoa	0	1	0	0	0	**1**
SMR	San Marino	0	3	0	0	1	**4**
STP	Sao Tome and Principe	0	0	0	0	0	**0**
SAU	Saudi Arabia	1	10	0	0	9	**20**
SEN	Senegal	0	0	0	0	0	**0**
SYC	Seychelles	0	1	0	0	0	**1**
SLE	Sierra Leone	0	1	0	0	0	**1**
SGP	Singapore	1	5	0	0	0	**6**
SVK	Slovakia	1	5	3	0	2	**11**
SVN	Slovenia	0	4	0	0	3	**7**
SLB	Solomon Islands	0	4	0	0	0	**4**
SOM	Somalia	2	2	0	0	0	**4**
ZAF	South Africa	1	3	6	0	2	**12**
ESP	Spain	1	4	5	0	0	**10**
LKA	Sri Lanka	1	1	1	0	0	**3**
SDN	Sudan	1	4	3	0	0	**8**
SUR	Suriname	0	4	0	0	7	**11**
SWZ	Swaziland	0	1	0	0	0	**1**
SWE	Sweden	4	6	3	0	7	**20**
CHE	Switzerland	1	5	4	0	2	**12**
SYR	Syrian Arab Republic	1	4	0	0	6	**11**
TJK	Tajikistan	0	3	0	0	0	**3**
THA	Thailand	4	1	4	1	6	**16**
MKD	The former Yugoslav Republic of Macedonia	0	2	0	0	4	**6**
TGO	Togo	0	5	0	0	0	**5**
TON	Tonga	0	2	0	0	1	**3**
TTO	Trinidad and Tobago	0	1	0	0	1	**2**

Countries		Number of passwords requested and allocation					
Code	Name	Missions Geneva	Missions New York	Missions Vienna	Other missions	Government offices	**Total**
TUN	Tunisia	0	4	1	0	0	**5**
TUR	Turkey	2	1	4	0	0	**7**
TKM	Turkmenistan	0	4	0	0	0	**4**
TUV	Tuvalu	0	0	0	0	0	**0**
UGA	Uganda	1	2	0	3	1	**7**
UKR	Ukraine	3	4	0	0	4	**11**
ARE	United Arab Emirates	2	7	0	0	1	**10**
GBR	United Kingdom of Great Britain and Northern Ireland	2	5	0	0	4	**11**
TZA	United Republic of Tanzania	0	5	0	0	0	**5**
USA	United States of America	1	14	1	0	4	**20**
URY	Uruguay	1	4	4	0	4	**13**
UZB	Uzbekistan	0	2	0	5	0	**7**
VUT	Vanuatu	0	0	0	0	0	**0**
VEN	Venezuela	1	4	0	0	1	**6**
VNM	Viet Nam	1	6	0	0	0	**7**
YEM	Yemen	5	2	3	0	1	**11**
YUG	Yugoslavia	1	2	0	0	2	**5**
ZAR	Zaire	0	2	0	0	2	**4**
ZMB	Zambia	1	0	0	0	0	**1**
ZWE	Zimbabwe	0	2	0	0	0	**2**

Source: ITSD

Annex III
ACCESS TO ODS / NUMBER OF PASSWORDS ISSUED TO UNITED NATIONS SYSTEM ORGANIZATIONS

United Nations programmes and funds	
UNCTAD	**136**
ITC	**27**
UNDCP	**115**
UNEP	**128**
UN-HABITAT	**3**
UNDP	**102**
UNIFEM	**4**
UNV	**4**
UNFPA	**6**
UNHCR	**24**
UNICEF	**55**
WFP	**4**
UNRWA	**8**
Other United Nations entities	
OHCHR	**12**
UNOPS	**18**
UNU	**12**
UNSSC	**0**
UNAIDS	**1**
Research and training institutes	
INSTRAW	**8**
UNITAR	**29**
UNIDIR	**12**
UNICRI	**0**
UNRISD	**13**
Specialized agencies	
ILO	**25**
FAO	**13**
UNESCO	**25**
WHO	**38**
World Bank Group	**8**
IMF	**8**
ICAO	**9**
IMO	**2**
ITU	**4**
UPU	**3**
WMO	**9**
WIPO	**13**
IFAD	**8**
UNIDO	**41**
Related organizations	
IAEA	**39**
WTO	**8**
WTO (tourism)	**0**
CTBTO Prep.com	**1**
PrepCom for the Nuclear-Test-Ban-Treaty Organization	

Source: ITSD / 27 June 2003